Collaborative Compliance: A Case Study

A large urban county has retained NCCHC Resources to help navigate the complexities of providing medical, dental and mental health care to the thousands of individuals within its complex correctional system.

NCCHC Resources, a subsidiary of the National Commission on Correctional Health Care, provides consulting services and technical assistance to correctional facilities and systems nationwide. For this county, support has included everything from an initial assessment of health services to ongoing fiscal audit and clinical support services.

As the county’s contract with a private correctional health services provider was nearing its end, NCCHC Resources consultants were brought in to the county jail and House of Correction to conduct an on-site analysis of the care provided, with a goal of improving quality and continuity. The consultants, experts in correctional health care with decades of NCCHC experience, worked with the county to develop an RFP for a new health services contract, ensuring that requirements for bidders and the subsequent contract were complete and thorough. They also conducted an analysis of proposed staffing positions to ensure that professionals with appropriate licenses and credentials were hired, and provided ongoing support throughout the RFP process.

In addition, the county issued an RFP for an independent third-party monitor to assess compliance with the terms of the contract.

NCCHC Resources won that RFP, and was hired to monitor the care provided through the health services contractor.

Ongoing oversight is multifaceted and includes analyzing clinical, fiscal and related data to assess performance of provider duties under the health services contract; supporting alignment and continuous compliance with the NCCHC standards; providing health services personnel with technical support aimed at continuous quality improvement; and being responsive to the county and its provider as they strive to meet the challenging health needs of incarcerated patients.

Adding to the complexity of the situation, the county board committed to bringing health care operations in-house, to be provided by county employees, by 2021. The county executive then enlisted NCCHC Resources to complete a comprehensive self-operation implementation analysis, including analysis of the required services, staffing, equipment, IT services and associated costs.

NCCHC Resources, Inc.

- Expert consulting
- Technical assistance
- Training and education
- Health system assessments
- Accreditation readiness studies
- RFP/RFQ support
- Vendor transition support
- Clinical and fiscal management

Contact info@ncchresources.org
NCCHC Resources: Solutions from the Experts

Let’s face it, delivering health care services within correctional facilities and systems has never been easy. Since NCCHC published its first Standards for Health Services in Jails in 1976, the need for expert guidance has only increased. Opioid use has exploded while community housing for people with mental illness has all but disappeared; incarceration rates and litigiousness have increased while budgets have dwindled.

Complex issues need nuanced solutions – both big-picture perspective and tactical assistance – and that is what NCCHC Resources customers receive. Our consultants are ready to help you tackle the toughest correctional health management issues.

As the National Commission on Correctional Health Care’s nonprofit consulting subsidiary, NCCHC Resources provides NCCHC-level expertise in technical assistance, training and education, health system assessments and more, as well as a new model of health care support and oversight: comprehensive clinical and fiscal management. Under this model, NCCHC Resources experts serve as intermediaries to facilitate collaboration and communication among facilities, health services providers and, in some cases, elected leaders and courts.

The services provided go beyond contract monitoring to encompass day-to-day guidance, data analysis, quality improvement and nuts-and-bolts assistance. Projects begin with an assessment of current health services to identify areas for improvement, and include measuring and documenting progress toward implementation of recommendations and compliance with policies.

NCCHC Resources is supplying that level of wraparound services to several large county jail systems around the country. With our depth of expertise and relationships built over decades, we have connections to a network of the field’s most knowledgeable, experienced and trusted authorities.

We work in a professional and collaborative way, because we understand that the best way to achieve results is through transparency, trust and teamwork. We are interested in building long-term relationships with our clients. We are here for you.

Best regards,

Brent Gibson, MD, MPH, CAE, CCHP-P
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New Position Statements Focus on Juveniles

Adolescent Sleep Hygiene: All correctional facilities serving adolescents should develop and maintain a comprehensive approach toward assessment and treatment of sleep disorders, as adequate sleep is critical to juvenile rehabilitation.

Detention of Immigrant Children: NCCHC does not support the detention of any child due to immigration status, encourages full compliance with the Flores Settlement Agreement that establishes standards and licensing authority and limits the length of time for which migrant and asylum-seeking children can be detained, and recommends that all people detained in confined settings receive developmentally appropriate physical and mental health care.

Read the statements at ncchc.org/position-statements.

Someone You Should Know

James Martin, MPSA, CCHP, vice president, program development, is the person to contact for information on how NCCHC can best work with your facility, system or program to improve your health care services. Contact him at jamesmartin@ncchc.org.
Standards Review + CCHP Exam + Your Location = Convenience & Expertise

For the best training and CCHP exam preparation, turn to the organization that “wrote the book” on correctional health care!

Let NCCHC bring the full-day Standards review and Certified Correctional Health Professional exam to your facility. Your employees will benefit from the same in-depth review offered at the fall and spring conferences and an opportunity to take the exam, without having to travel.

The CCHP credential is the premier professional certification to recognize the unique skills and knowledge required to be a correctional health professional. CCHPs have demonstrated mastery of the NCCHC standards and a comprehensive understanding of this specialized field. The exam is open to both administrators and health care professionals.

The intensive Standards review is taught by NCCHC experts. Participants are encouraged to ask questions and discuss specific challenges to create a truly collaborative learning experience.

This extraordinary value includes a copy of the relevant Standards book (jails, prisons or juvenile facilities) sent to each participant in advance for self-study, a full day of on-site training and administration of the CCHP exam.

To arrange for standards training and on-site CCHP exams for your employees, contact Matissa Sammons, MA, CCHP, vice president of certification, at matissasammons@ncchc.org.

Suicide Prevention Training Is a Shared Responsibility

When it comes to suicide prevention, leadership at the system, facility and clinical program levels must share responsibility for overseeing an effective training program, as well as assessing its impact.

• At the system level, the responsible mental health authority (who arranges mental health care services) and responsible mental health clinician (who directs clinical care) must ensure that the clinical elements of a training program are consistent with appropriate practice guidelines and NCCHC standards.

• At the facility level, the responsible health authority ensures that training is available to both health and custody staff, and that training is completed.

• At both the system and facility levels, correctional leadership is responsible for ensuring that custody staff complete required suicide prevention training.

Systems that contract with a vendor for health services must ensure that the lines of responsibility for training are always clear.

(From the Suicide Prevention Resource Guide, available October 2019 from NCCHC and the American Foundation for Suicide Prevention)
NCCHC’s annual report, “Teaming Up to Think Outside the Walls,” highlights how NCCHC and our partners are working together to tackle the biggest correctional health care challenges in new and innovative ways. Download your copy: ncchc.org/ncchc-2018-annual-report.

Correctional facilities that hold NCCHC accreditation in three service areas - health services, mental health services and opioid treatment – are eligible to receive the new NCCHC Pinnacle Recognition. Contact traceytitus@ncchc.org for more information on this prestigious recognition.

Watch for a newsletter reader survey in your email inbox! Please complete the survey about Executive Connection and let us know your thoughts.

Connect with NCCHC on social media to keep up with the latest correctional health news!